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EXHIBIT C

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From **dianne.m.mckernan@verizon.com**

Mon, 15 Jan 2001 11:24:36 -0500

Page

1

From MAILER-DAEMON Mon Jan 15 08:25:24 2001

From: dianne.m.mckernan@verizon.com

Date: Mon, 15 Jan 2001 11:24:36 -0500

Dear Todd,

Thanks for faxing me your Customer profile form....

I started to transcribe the information & discovered a discrepancy.

Todd,

Are you currently a CLEC anywhere else in the country?

the reason I ask, is that the Exchange Carrier Code entry on the form is an industry standard 4 alpha code that designates your company as a CLEC. it is not the OCN.

If you do not currently have this ECC/AECN ( they are both the same thing) you will need to get one from Telcordia the telephone number is 877-699-5577.

We can not begin to process your request without this information.

I will continue to transcribe your profile but I will have to hold it until I receive the ECC.

I understand you submitted your ASRs for West Virginia....

I have not received the email you agreed to send to me outlining your requirements as a Clec in the Verizon east region.

I understand the pressure you are under to establish connectivity in WV, but I'm concerned that you are proceeding on a course to build a network without the preliminary foundation built.

Have you read this section of the CLEC handbook

[http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume\\_1/cis6\\_3.htm#To](http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_1/cis6_3.htm#To)  
pOfPage

Please call me to discuss these issues.

Dianne

973 649-8250

C-001

**From: Todd Lesser <todd@nccom.com>****Wed, 17 Jan 2001 20:40:56 -0800****Page****1****From: todd@nccom.com Wed Jan 17 20:40:56 2001****From: Todd Lesser <todd@nccom.com>****To: "David O. Klein" <dklein@telfile.com>****Subject: (fwd) Re: your mail****Date: Wed, 17 Jan 2001 20:40:56 -0800**

FYI

----- Forwarded message from dianne.m.mckernan@verizon.com -----

**From: dianne.m.mckernan@verizon.com****Subject: Re: your mail****To: "Todd Lesser" <todd@nccom.com>****Cc: april.spinelli@verizon.com, cynthia.b.robinson@verizon.com****Date: Wed, 17 Jan 2001 09:42:59 -0500**

Dear Todd,

I have some good news for you. Remember when we first spoke, I mentioned that my department was beginning a reorganization & that your account would most likely transition to a former GTE Account Manager? Well, the good news is, I was able to keep you and North County Communications as my customer.

I will be your Account Manager for all of your Verizon needs coast to coast. I'm looking forward to working with you to get your business up and running in West Virginia. To that end:

As I promised, I checked into your previous statement regarding your earlier submission of the profile to Bell Atlantic.

I found that we did receive an incomplete profile, and in August of 2000, a call was placed by Verizon to obtain the balance of the required information.

At that time, we did not receive the information.

As of your earlier message with the correct EEC, we now have a completed profile.

I am forwarding it on the appropriate department for distribution. Please review the transcribed document for accuracy. There is also an additional question regarding UNE-P: Would you like Verizon to reject or process PIC changes requested on your subscriber's accounts?

I took the liberty of checking the yes box for this entry. Please verify for me if this is action is correct or not. Since you entered the Federal and State tax exempt code you are required to provide to Verizon the appropriate State & Federal tax exempt forms, service cannot begin until these forms are completed. You will also be contacted by the billing and collect department regarding the posting of a deposit if required.

(See attached file: North County profile 1-2001.doc)

I'd like to move forward with our relationship, however, there are certain requirements CLECs are obligated to complete for Verizon to provide service.

As you read in the handbook,

[http://www.bell-atl.com/wholesale/html/handbooks/clec/volume\\_1/cis8\\_3.htm](http://www.bell-atl.com/wholesale/html/handbooks/clec/volume_1/cis8_3.htm)

Trunking forecasts must be submitted, and a pre-ASR meeting/ conference call must be held to begin the interconnection process.

I have arranged a conference call with Verizon's Interconnection Manager, for the West Virginia area, for Wednesday, January 24th at 11:30 am eastern standard time. The call in number is 410 837-3132. This will be the preliminary call to discuss North County Communication and Verizon's requirements to establish connectivity between our companies. Ms. Cynthia Robinson, Interconnection Manager, has asked me to forward on to her, the

C-002

**(fwd) Re: your mail**

From: **Todd Lesser <todd@nccom.com>**

Wed, 17 Jan 2001 20:40:56 -0800

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information I requested of you last week.

As of this writing, Wednesday January 17th, I have not received the email you agreed to send to me outlining your requirements as a Clec in the Verizon east region. This outline should specify the LATA's in which you are interested in interconnecting. West Virginia has 2 LATAs, Clarksburg which has 3 tandems, and Charleston which has 6 tandems. I'm sure you are aware that all the tandems within a LATA must be interconnected. I am attaching the URL for the forecasting section of our Web-site. Please read it & submit the required forecasts prior to our call next Wednesday. <http://www.bellatlantic.com/wholesale/html/forecasting.htm>

I am also attaching the trunking template for your use. Please complete and return to me. I will forward it to Cynthia.  
(See attached file: 2000\_TRUNK\_Template.xls)

I'm looking forward to working with you on this project.

If you have any questions, my number is 973 649-8250.

Take care,  
Dianne

"Todd Lesser" <todd@nccom.com> on 01/15/2001 12:39:33 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@Bell-Atl  
cc:  
Subject: Re: your mail

On 2001-01-15 at 11:24, you wrote:

>  
> I understand the pressure you are under to establish connectivity in WV,  
> but I'm concerned that you are proceeding on a course to build a network  
> without the preliminary foundation built.  
> Have you read this section of the CLEC handbook  
>  
[http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume\\_1/cls6\\_3.htm#ToPoPage](http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_1/cls6_3.htm#ToPoPage)

>  
> Please call me to discuss these issues.

I just re-read the document. It reminds me of how many things I have asked of Bell Atlantic and have not received a single response.

At this point, it is not my problem. I expect Bell Atlantic to turn up my interconnection trunks.

--  
Todd Lesser  
Voice: +1 619 364 4750 Fax: +1 619 364 4777  
E-Mail: [todd@nccom.com](mailto:todd@nccom.com)

C-003

(fwd) Re: your mail

From Todd Lesser <todd@nccom.com>

Wed, 17 Jan 2001 20:41:12 -0800

Page

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From todd@nccom.com Wed Jan 17 20:41:12 2001

From: Todd Lesser <todd@nccom.com>

To: dianne.m.mckernan@verizon.com

Cc: april.spinelli@verizon.com, cynthia.b.robinson@verizon.com

Subject: Re: your mail

Date: Wed, 17 Jan 2001 20:41:12 -0800

On 2001-01-17 at 09:42, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

>  
>  
> I have some good news for you. Remember when we first spoke, I mentioned  
> that my department was beginning a reorganization & that your account would  
> most likely transition to a former GTE Account Manager? Well, the good  
> news is, I was able to Keep you and North County Communications as my  
> customer.

This is great news. Thank you.

> As I promised, I checked into your previous statement regarding your  
> earlier submission of the profile to Bell Atlantic.  
  
> I found that we did receive an incomplete profile, and in August of 2000, a  
> call was placed by Verizon to obtain the balance of the required  
> information.  
> At that time, we did not receive the information.

I don't know specifically about the August 2000 date. Although, I know that it was submitted at least four different times. One time even from North County's attorney to Verizon's attorney. I am surprised the attorneys did not work it out then.

Nevertheless, I appreciate all you have done to get this form processed through the system.

> There is also an additional  
> question regarding UNE-P: Would you like Verizon to reject or process PIC  
> changes requested on your subscriber's accounts?  
> I took the liberty of checking the yes box for this entry.  
>

That is perfect, thank you.

>  
> Please verify  
> for me if this is action is correct or not. Since you entered the Federal  
> and State tax exempt code you are required to provide to Verizon the  
> appropriate State & Federal tax exempt forms, service cannot begin until  
> these forms are completed.

I will find out what these numbers are and send them to you. Since the interconnection trunks are not taxable items, this shouldn't hold up the order I placed. I will provide you with these numbers before placing any taxable orders.

>  
>  
>  
> You will also be contacted by the billing and  
> collect department regarding the posting of a deposit if required.

C-004

Re: your mail

From: Todd Lesser <todd@nccom.com>

Wed, 17 Jan 2001 20:41:12 -0800

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Understood. Although, since we have been a customer since approximately 1991, I assume they will not require a deposit.

> I'd like to move forward with our relationship, however, there are certain  
> requirements CLECs are obligated to complete for Verizon to provide  
> service.

I understand this. Although, I hope that Verizon understands that through counsel, we requested that we start this process almost six months ago. Saying that one phone call was made really doesn't qualify as an effort to resolve any problems when forms, maybe not complete, were sent on at least four different occasions. I am in jeopardy of losing my prefixes in West Virginia. At this point, I expect Verizon to process my orders so my prefixes will be preserved. Unfortunately due to this dilemma, we can't go completely by the handbook. Although, I am more than willing to have the conference and to send you anything you request from me.

> As of this writing, Wednesday January 17th, I have not received the email  
> you agreed to send to me outlining your requirements as a Clec in the  
> Verizon east region. >

I am sorry for the delay.

I placed a minimal order just to preserve the prefixes.

The order consisted of two T1s to your CHTNWWLE26T tandem.  
One for local calls and one for interlata toll calls.  
The T1's go from the tandem to our CLLI code - CHTNWW93DS0.  
The PO's are WV20010117A and WV20010117B.

>  
> I am attaching the URL for the forecasting section of our Web-site. Please  
> read it & submit the required forecasts prior to our call next Wednesday.

I will do it.

FYI: the data will be as follows for the next six months as we build our local infrastructure.

A DS3 (28 T1's) to CHTNWWLE26T.  
One T1 to each of the other tandems in Charleston.

> I'm looking forward to working with you on this project.

I appreciate all you have done.

C-005

Re: your mail

Joe

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**From:** dianne.m.mckernan@verizon.com  
**Sent:** Thursday, January 18, 2001 7:20 AM  
**To:** Todd Lesser  
**Cc:** cynthia.b.robinson@verizon.com  
**Subject:** Re: your mail

Good Morning Todd,

I'm glad to hear you're willing to work with me on this project. However, due to the nature of the CLEC industry, Verizon's position is that the onus is on the CLEC to thoroughly familiarize itself with the process, procedure, and responsibilities of the Clec in order to do business with Verizon. All of which is detailed on our web-site in the CLEC Handbook. Unfortunately there are requirements that must be met regardless of the CLEC's individual circumstances. I understand you issued only the paperwork for 1 Tandem in order to preserve your prefixes, however your orders are being held in the CATC, pending this conference call.

We are all anxious to get this project moving and will do what we can to make your dates, but there are numerous issues that will need to be addressed.

Please make sure you have read through the handbook & can thoroughly discuss your interconnect requirements.

I'd really appreciate a diagram of your network & the outline. I'd like to get a technical support person involved with your project to make sure all of our bases are covered. I need to submit this info to the director of the department in order to get someone assigned to your account.

On another note, the Tax exempt requirement are actual forms you must procure from the State of West Virginia & the IRS, complete & return to me. This will not have any impact on your interconnection, but it will be necessary when you begin to add customers to your network.

Take care,  
Dianne  
973 649-8250

"Todd Lesser" <todd@nccom.com> on 01/17/2001 11:41:12 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@Bell-Atl  
cc: April Spinelli@NYNEX, CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@Bell-Atl  
Subject: Re: your mail

On 2001-01-17 at 09:42, dianne.m.mckernan@verizon.com  
(dianne.m.mckernan@verizon.com) wrote:

>  
>

> I have some good news for you. Remember when we first spoke, I mentioned  
> that my department was beginning a reorganization & that your account  
would

> most likely transition to a former GTE Account Manager? Well, the good  
> news is, I was able to Keep you and North County Communications as my

From Todd Lesser <todd@nccom.com>

Mon, 22 Jan 2001 16:17:45 -0800

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1

From todd@nccom.com Mon Jan 22 16:17:45 2001

From: Todd Lesser <todd@nccom.com>

To: dianne.m.mckernan@verizon.com

Cc: cynthia.b.robinson@verizon.com, jimmy.m.born@verizon.com

Subject: Re: North County Interconnection WVa

Date: Mon, 22 Jan 2001 16:17:45 -0800

On 2001-01-22 at 16:30, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

>  
> Dear Todd,  
>  
> I'd like to confirm that we are still on for our Interconnection call this Wednesday Jan. 24th at 11:30 am est.  
> This call is to begin the process for North County's interconnection in the West Virginia region.  
> The call in number is 410 837-3132.

I am confirming it.

>  
> Todd, would you please call me tomorrow morning your time? I'd like to discuss what your intentions are with this interconnection project.  
> I still have not received any answers to my requests for information, i.e. completed forecast forms, interconnection outline, and diagram.  
> As much as I enjoy working with you, I have to reiterate it is the CLEC's responsibility to familiarize itself with our CLEC handbook and all  
> the requirements involved to become a CLEC in the Verizon east territory.  
> 6.4.4.10 CLEC Responsibilities

I understand this. I enjoy working with you.  
I want to reiterate North County Communications position. First of all, it does not say in the Telecom Act that a CLEC has the responsibility to become familiar with Verizon's CLEC handbook. Second, nevertheless, I requested that we start this process over six months ago through my attorney. The Telecom Act, on the other hand, makes it very clear that the LEC has to interconnect with me and can't unreasonably withhold interconnection. Verizon ignored my numerous requests to hold this interconnection meeting. This is unreasonable. I then requested to turn up two T1's to keep my prefixes. Verizon refused to process my order saying that I have to have an interconnection meeting first. It appears to me that Verizon should be very concerned that it comes up with a CLEC handbook and doesn't follow it.

I feel that my request to have my T1's turned up while we start this delayed process very reasonable.

In addition, I can't give you forecasts, an interconnection outline, and or a diagram until I find out from Verizon what it will agree to. I won't know this until we have the conference call that I have been requesting for over six months. This again is another Catch 22 situation that Verizon is putting me in.

I strongly suggest you process this minimal order so I am not damaged even more by Verizon's delay in having this meeting.

C-007

Re: North County Interconnection WVa



From: Todd Lesser <todd@nccom.com>

Thu, 25 Jan 2001 09:54:54 -0800

Page  
1

From: todd@nccom.com Thu Jan 25 09:54:54 2001  
From: Todd Lesser <todd@nccom.com>  
To: dianne.m.mckernan@verizon.com  
Cc: cynthia.b.robinson@verizon.com, jimmy.m.born@verizon.com  
Subject: Re: North County Interconnection WVa  
Date: Thu, 25 Jan 2001 09:54:54 -0800

On 2001-01-22 at 16:30, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:  
>

Here is the information you requested. Our prefixes so far are:

304-495 Summervl  
304-498 Spencer  
304-499 Montgomery  
304-569 Madison  
304-570 Buffalo  
304-571 Logan

Our Switch CLLI is: CHTNWW93DS0

The location of the co-location is:

405 Capitol Street, Suite 001  
Charleston, West Virginia 25301-1727

Unfortunately, I do not know for sure what the fiber Mux CLLI is in the building.

Although here is the circuit ID of a DS3 that is on the Fiber Mux.  
4001/T3Z/CHTNWVLEK13/CHTNWV93H04

I assume the CLLI is either CHTNWVLEK13 or CHTNWW93H04.

If you need a letter of authorization or anything else, please let me know.

In addition, once you know the due date, please send me e-mail.

Thank you all for your help.

C-008

Re: North County Interconnection WVa

**From:** *dianne.m.mckernan@verizon.com***Tue, 3 Jul 2001 10:38:41 -0400**

Page

1

**From:** *dianne.m.mckernan@verizon.com* Tue Jul 03 07:39:22 2001  
**From:** *dianne.m.mckernan@verizon.com*  
**To:** "Todd Lesser" <*todd@nccom.com*>  
**Cc:** CYNTHIA\_B.ROBINSON/EMPL/VA/Bell-Atl@BellAtlantic.com,  
joseph.dimarino@verizon.com, jimmy.m.born@verizon.com,  
adcia.m.buettner@verizon.com,  
CHRISTINA\_P.BUONTEMPO/EMPL/NJ/Bell-Atl@BellAtlantic.com  
**Subject:** Re: West Virginia interconnection  
**Date:** Tue, 3 Jul 2001 10:38:41 -0400

Todd,

Verizon is not unnecessarily delaying North County Communications interconnection in West Virginia, and New York.

Yes, we did have a pre-ASR call in January. It was on that call we determined you needed to build an Entrance Facility because you could not use a non-wholesale market entrance. This pre-ASR call is to determine the installation date schedule, and review the trunking requirements. Verizon does not parallel provision. Yesterday I was advised that the completion date of your EF was firm for the 11th. In my effort to speed things up on your behalf, my note to Cynthia went out yesterday, and I am assuming I would have a response before the end of the week. My offer to you for to choose from among a few dates was not an attempt to delay or in your words to "use you as an excuse". It was meant as a professional courtesy.

As per your instructions, I will advise Cynthia to pick a time and date & let you know when the call will take place.

It is not Verizon's policy to have attorneys on pre-ASR calls. If you insist upon having Mr. Klein present, then this call will have to wait until after July 18th, when our attorney is available.

I did receive "something that discussed trunking forecast". Again, in an effort to move the entrance facility installation along, I accepted that information. The template is a requirement for the interconnection. For your convenience I reduced the template file to just the example, instructions, and the West Virginia, and New York spreadsheets. Please complete this form and return it to me.

Since you advised us that you will only require inbound trunks, you do not need to have connectivity to our ordering systems at this time.

When you are ready to establish end-users you will need to submit a request for WEB GUI connectivity to:

*connectivity.management.team@verizon.com*

In the subject line, the customer should indicate your company name and request type: ABC CLEC, Internet Web GUI

A form will be sent to you for completion, and will include your completion date and the Verizon completion date. You will need to complete the form and return it, via email to: *connectivity.management.team@verizon.com*.

Installation interconnection trunks is considered a project, and as such the installation date is subject to the volume of trunks and scheduling. This date will be determined on the pre-ASR call.

My voice message to you yesterday stated the tentative EF completion date for New York is 9/5/2001.

The same procedure will follow, firmed completion date, pre-ASR meeting and then installation. This could mean complete turn-up by the end of October.

C-009

**Re: West Virginia interconnection**

From **dianne.m.mckernan@verizon.com**

Tue, 3 Jul 2001 10:38:41 -0400

Page  
2

As far as your long distance trunk groups in California, I left you a message yesterday stating that the information was faxed to you back in June as requested. I also asked you to call me to discuss why you think this is the wrong information. Mary Ann Thornton, the woman that faxed the information to you, will be back from vacation next week. She will be more than happy to review your requirements. I'd would be happy to setup a call so we are all on the same page. I am assuming you would like me to just arrange the time and advise you.

I hope this e:mail addresses your concerns.  
Have a happy holiday,

Dianne McKernan  
Verizon Account Manager  
973 649-8250

"Todd Lesser" <todd@nccom.com> on 07/02/2001 04:44:53 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc:  
Subject: Re: West Virginia interconnection

On 2001-07-02 at 16:18, you wrote:

> The next step of interconnection is to have a pre-ASR conference call to  
> begin the ASR process.

First of all, I thought that was the telephone conference call that we had on January 24th 2000. If you feel that another one is necessary, let's have it ASAP! There is no reason to wait for the Fiber to be installed to have the "Pre-ASR Conference." I personally feel that this is just another unnecessary delay that Verizon has put into place. Please explain to me why we have to wait until the fiber is installed before we can have a, "Pre-ASR Conference." Is this just Verizon's policy?

Are there any other things that need to be done before these interconnection trunks can become operational?

> I'll need you to complete this trunk forecast template.  
> It was suppose to be returned to me before Verizon started the entrance  
> facility, but I never received it...

I thing you should recheck your facts. I sent something to you that

C-010

**Re: West Virginia interconnection**

**From: *dianne.m.mckernan@verizon.com*****Tue, 3 Jul 2001 10:38:47 -0400****Page****3**

discussed trunk forecasts. This is how you decided what size mux to put in. I am not sure if there is something else you would like.

- > I've asked Cynthia Robinson to get back to me with some dates & times for the call.
- > I'll send them off to you as soon as I receive them, so you can pick the time that is convenient to you..

Don't plan on using me as any type of excuse! I am ready for the conference call today. You pick your next available date and please provide it to me. Please note, my attorney will also be present on the call with me. This time, please have everyone on your part that is necessary to complete this project.

I am asking again:

When can I expect to receive the information concerning my trunk groups for long distance in California?

When can I expect the interconnection trunks in West Virginia to be turned up? One month after July 11th? Two months? Three months? It unreasonable that you can't provide me with some ball park figure!

When will the fiber build be completed in New York?

When would you like to have any conference calls you deem necessary in New York?

When can I expect to have the interconnection trunks working in New York?

--

Todd Lesser

Voice: +1 619 364 4750

Fax: +1 619 364 4777

E-Mail: [todd@nccom.com](mailto:todd@nccom.com)

C-011

**Re: West Virginia interconnection**

From [joseph.dimarino@verizon.com](mailto:joseph.dimarino@verizon.com)

Wed, 14 Mar 2001 08:56:54 -0500

Page

1

From Todd@nccom.com Wed Mar 14 06:46:28 2001  
From: [joseph.dimarino@verizon.com](mailto:joseph.dimarino@verizon.com)  
To: Todd@nccom.com  
Cc: [dianne.m.mckernan@verizon.com](mailto:dianne.m.mckernan@verizon.com)  
Date: Wed, 14 Mar 2001 08:56:54 -0500

Todd, these are the estimated dates for the entrance at 405 Capitol st. in Charleston, West Virginia.

Joe

	ESTIMATED DUE DATES:
Site Survey Complete Date:	3/20/2001
Customer Site Ready Date:	4/30/2001
Customer Conduit Ready Date:	
POP Material On Job Date:	5/14/2001
POP Installation Complete Date:	6/12/2001
TIRKS Inventory Complete Date:	6/14/2001
Optical Orders Issue Date:	6/18/2001
Test Start Date:	6/22/2001
Optical Orders Complete Date:	7/2/2001
Ready For Service Date:	7/10/2001

C-012

**From: Todd Lesser <Todd@nccom.com>****Wed, 14 Mar 2001 07:48:24 -0800****Page****1****From: Todd@nccom.com** Wed Mar 14 07:48:24 2001**From:** Todd Lesser <Todd@nccom.com>**To:** joseph.dimarino@verizon.com**Cc:** dianne.m.mckernan@verizon.com**Subject:** Re: your mail**Date:** Wed, 14 Mar 2001 07:48:24 -0800

On 2001-03-14 at 08:56, joseph.dimarino@verizon.com (joseph.dimarino@verizon.com)  
) wrote:

> Todd, these are the estimated dates for the entrance at 405 Capitol st. in  
> Charleston, West Virginia.

>  
> Joe

>

>

>

>

>

>

>

>

-----	
	ESTIMATED DUE DATES:
-----	
Site Survey Complete Date:	3/20/2001
-----	
Customer Site Ready Date:	4/30/2001
-----	

Is there any way the completion date can be moved up? I don't have the  
form in front of me that I filled out. If the 4/30 date is from me,  
there is a misunderstanding. We are ready today.

C-013

**Re: your mail**

**From Todd Lesser <Todd@nccom.com>****Wed, 14 Mar 2001 07:55:35 -0800****Page****1****From Todd@nccom.com Wed Mar 14 07:55:35 2001****From: Todd Lesser <Todd@nccom.com>****To: joseph.dimarino@verizon.com****Cc: dianne.m.mckernan@verizon.com****Subject: Re: your mail****Date: Wed, 14 Mar 2001 07:55:35 -0800**

On 2001-03-14 at 08:56, joseph.dimarino@verizon.com (joseph.dimarino@verizon.com)  
) wrote:

> Todd, these are the estimated dates for the entrance at 405 Capitol st. in  
> Charleston, West Virginia.

>

> -----  
> Ready For Service Date: 7/10/2001

Dianne, what date can we expect the trunks to turn up? Will the orders be placed before the fiber turn up? I realize that this is just a game to Verizon but if you expect me to be civil when I talk to you all, I want a realistic turn up date that I can depend on. I don't want to hear in July that it will take a month or so to put in orders for trunks and then a month or so after that for the turn up. Turn up date 2002!

C-014

**Re: your mail**

**From: Todd Lesser <todd@nccom.com>****Fri, 6 Jul 2001 20:25:33 -0700****Page  
1****From:** todd@nccom.com Fri Jul 06 20:25:33 2001**From:** Todd Lesser <todd@nccom.com>**To:** dianne.m.mckernan@verizon.com**Cc:** cynthia.b.robinson@verizon.com, joseph.dimarino@verizon.com,

jimmy.m.born@verizon.com, adela.m.buetner@verizon.com,

dorothy.m.sapp@verizon.com, steven.h.hartmann@verizon.com

**Subject:** Re: West Virginia interconnection**Date:** Fri, 6 Jul 2001 20:25:33 -0700

On 2001-07-06 at 21:24, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

>  
> Please do not put us in the position of postponing the call because you  
> have not provided the Trunk Forecast Template.  
> As I said in my July 2nd message, this is a requirement for  
> interconnection.

Since I do not know what all Verizon's new requirements will be until we have this new Pre-ASR meeting and I don't know the timeframe that any trunks can be turned up, I don't know what the forecast will be. For example, if I am forced to wait three more month for trunks, I will lose my prefixes and therefore not require any trunks. There is a lottery for prefixes in West Virginia. Since I don't know if I will ever win the lottery, I can't make an accurate forecast for trunks. My expectations upon our completion of our conference call is to be able to order trunks that day. When we were approved over a year ago, we had an inbound medical billing customer who needed approximately 500 lines. He recently told me that he could not wait any longer and signed a long term contract with another provider. We laid off our sales staff when we couldn't in good conscience sell service that we could not give a turn up date. Therefore, we only want to get one two-way T1 to the Charleston tandem. Ideally, I would like to get 12 two-way T1's from the tandem, but I don't want this to turn into a big project and delay the installation even more. If you can help with this, I would appreciate this.

C-015

**Re: West Virginia interconnection**



From **dianne.m.mckernan@verizon.com**

Mon, 2 Jul 2001 16:18:15 -0400

Page

1

From dianne.m.mckernan@verizon.com Mon Jul 02 13:20:25 2001  
From: dianne.m.mckernan@verizon.com  
To: todd@nccom.com  
Subject: West Virginia interconnection  
Date: Mon, 2 Jul 2001 16:18:15 -0400

Dear Todd,

As my voice message stated Verizon is anticipating completing your Entrance facility in West Virginia on July 11, 2001.  
The next step of interconnection is to have a pre-ASR conference call to begin the ASR process.  
I'll need you to complete this trunk forecast template.  
It was suppose to be returned to me before Verizon started the entrance facility, but I never received it..  
I've asked Cynthia Robinson to get back to me with some dates & times for the call.  
I'll send them off to you as soon as I receive them, so you can pick the time that is convenient to you..

(See attached file: north county trunk.xls)

Take care,  
Dianne

C-016

**West Virginia interconnection**

**From: dianne.m.mckernan@verizon.com****Fri, 6 Jul 2001 15:46:14 -0400****Page****1****From: dianne.m.mckernan@verizon.com** Fri Jul 06 12:46:56 2001**From:** dianne.m.mckernan@verizon.com**To:** "Todd Lesser" <todd@nccom.com>**Cc:** cynthia.b.robinson@verizon.com, joseph.dimarino@verizon.com,  
jimmy.m.born@verizon.com, adela.m.buettner@verizon.com,  
dorothy.m.sapp@verizon.com; steven.h.bartmann@verizon.com**Subject:** Re: West Virginia interconnection**Date:** Fri, 6 Jul 2001 15:46:14 -0400

Dear Todd,

A conference call has been set for July 10th at 9:00am EDT. The call-in number is 617 228-0261.

Please be advised that due to the nature and tone of your recent correspondence, any action on your part that is interpreted as abusive or offensive will show cause for Verizon to terminate the call. The call would then be rescheduled for after July 23rd, when both our attorney and Cynthia are available. It is also understood that your attorney will not be present on the call. If you decide to have your attorney on the 7/10 call, again the call will be terminated and rescheduled.

Here are your answers to your three questions.

What is the ACTL for the fiber Mux you put in?

The ACTL is CHTNWV93W45.

What is the maximum number of T1's that can be ordered before you consider it a project?

Any new installation is considered a project and as such requires project negotiation and intervals.

Augments of 7 or less T-1s to existing trunk groups are not projects.

When can I expect to even have one T1 of service?

This will be addressed on the conference call July 10th.

Dianne M. McKernan

Account Manager

Verizon - Diverse Accounts

"Todd Lesser" &lt;todd@nccom.com&gt; on 07/06/2001 12:56:23 PM

**To:** DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes**cc:** CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes, Joe DiMarino@VZNotes,

Jimmy M. Born/EMPL/MD/Bell-Atl@VZNotes, Adela M.

Buettner/EMPL/MD/Verizon@VZNotes, DOROTHY M.

SAPP/EMPL/NJ/Bell-Atl@VZNotes

**Subject:** Re: West Virginia interconnection

On 2001-07-05 at 16:53, dianne.m.mckernan@verizon.com  
(dianne.m.mckernan@verizon.com) wrote:

&gt;

&gt; Dear Todd,

&gt;

&gt; I have been advised by Cynthia Robinson that she will be on vacation from

C-017

**Re: West Virginia interconnection**

From: **dianne.m.mckernan@verizon.com**

Fri, 6 Jul 2001 15:46:14 -0400

Page

2

- > 7/11/2001 until 7/23/2001.
- > You have two options, you can have the call on 7/10 without your attorney
- > or wait until 7/23 to have your counsel present.
- > Please advise me of your preference so I can arrange a call in number.

Fine. I will give Verizon one last chance and not have my attorney on line. I am still in shock after reading your last e-mail. I really don't

know what to say. You are the only phone company that I know of in the country that required a fiber build! I had service in Washington, Oregon, California, Arizona 30 days after I placed my order after I was approved by the Public Utilities Commission in those states. I don't know what to say if you don't think something is wrong with the fact that it will be a year ago that I was approved and I still don't have service. This may seem normal to you, but the fact that no other phone company has so many procedures proves that all your requirements are totally unnecessary.

I am really upset that my attorney can't be on line. You knew that I wanted my attorney present. You also knew that I wanted orders placed the day the fiber build was completed. Now, there is no way that is going to happen. You knew that you were going to require another, "Pre-ASR" meeting. I can't believe you waited to tell me that you were going to require one this week.

I have three questions. What is the ACTL for the fiber Mux you put in? This will be required for any orders. What is the maximum number of T1's that can be ordered before you consider it a project?

What other requirements are you going to place on these orders. You know my prefixes and I would like to turn them up NOW!

The bottomline is I am tired of Verizon's games and being jerked around. I want some sort of minimal service ASAP.

When can I expect to even have one T1 of service?

--

Todd Lesser

Voice: +1 619 364 4750

Fax: +1 619 364 4777

E-Mail: todd@nccom.com

C-018

**Re: West Virginia interconnection**

From: **Todd Lesser** <todd@nccom.com>

Fri, 6 Jul 2001 16:10:31 -0700

Page

1

From: todd@nccom.com Fri Jul 06 16:10:31 2001  
From: Todd Lesser <todd@nccom.com>  
To: dianne.m.mckernan@verizon.com  
Cc: cynthia.b.robinson@verizon.com, joseph.dimarino@verizon.com,  
jimmy.m.born@verizon.com, adela.m.buettner@verizon.com,  
dorothy.m.sapp@verizon.com, steven.h.hartmann@verizon.com  
Subject: Re: West Virginia interconnection  
Date: Fri, 6 Jul 2001 16:10:31 -0700

On 2001-07-06 at 15:46, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

>  
> Please be advised that due to the nature and tone of your recent  
> correspondence, any action on your part that is interpreted as abusive or  
> offensive will show cause for Verizon to terminate the call.  
>

I regret that you have found my reply hostile. Rather than hostile, please view it as the result of frustration. I attempted to be cordial, patient, cooperative, and complied with all that has been requested of me. I am sure you can appreciate that after one year I am more than anxious to proceed and frustrated of the inability to do so. It is my hope that our upcoming phone conversation will be productive and equitable to both parties. I know that you can appreciate and understand that if this phone call is not productive, the only avenue I feel left open to me will be to file a Section 208 complaint against Verizon with the FCC. Please do not consider this a threat, but simply a statement of my position. The position that I have been put by Verizon.

C-019

**Re: West Virginia interconnection**

From **dianne.m.mckernan@verizon.com**

Mon, 9 Jul 2001 10:08:39 -0400

Page

1

From dianne.m.mckernan@verizon.com Mon Jul 09 07:09:41 2001  
 From: dianne.m.mckernan@verizon.com  
 To: "Todd Lesser" <todd@nccom.com>  
 Cc: cynthia.b.robinson@verizon.com, joseph.dimarino@verizon.com,  
 jimmy.m.born@verizon.com, adeia.m.buettner@verizon.com,  
 dorothy.m.sapp@verizon.com, steven.h.hartmann@verizon.com  
 Subject: Re: West Virginia interconnection  
 Date: Mon, 9 Jul 2001 10:08:39 -0400

Good Morning Todd,

I realize you can not provide an exact forecast at this time. The forecast is a snapshot of North County's requirements, not Verizon's. I'm confident we will have your trunks up before October. Please use your best case scenario to complete the template. What you need to do is, put the information you wrote in your message on the Template.

This forecast template is a tool Verizon uses to size your network, and as a guide for our interoffice planning. We must have the documentation for our records to proceed with the Pre-ASR call.

Please send back the file I supplied on 7/2 by COB today. Unfortunately, if I do not receive the template we will need to postpone the call.

Dianne McKernan

"Todd Lesser" <todd@nccom.com> on 07/06/2001 11:25:33 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
 cc: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes, Joe DiMarino@VZNotes,  
 Jimmy M. Born/EMPL/MD/Bell-Atl@VZNotes, Adela M.  
 Buettner/EMPL/MD/Verizon@VZNotes, DOROTHY M.  
 SAPP/EMPL/NJ/Bell-Atl@VZNotes, STEVEN H. HARTMANN@GCO  
 Subject: Re: West Virginia interconnection

On 2001-07-06 at 21:24, dianne.m.mckernan@verizon.com  
 (dianne.m.mckernan@verizon.com) wrote:

>  
 > Please do not put us in the position of postponing the call because you  
 > have not provided the Trunk Forecast Template.  
 > As I said in my July 2nd message, this is a requirement for  
 > interconnection.

Since I do not know what all Verizon's new requirements will be until we have this new Pre-ASR meeting and I don't know the timeframe that any trunks

can be turned up, I don't know what the forecast will be. For example, if I am forced to wait three more month for trunks, I will lose my prefixes and therefore not require any trunks. There is a lottery for prefixes in West Virginia. Since I don't know if I will ever win the lottery, I can't make an accurate forecast for trunks. My expectations upon our completion of our conference call is to be able to order trunks that day. When we were approved over a year ago, we had an inbound

*Sarcasm? - see p. 6!  
 - again on C-022!  
 ↓  
 Sarcasm!*

*REPLACE  
 - FILE ASR WTS*

C-020

**Re: West Virginia interconnection**

From **dianne.m.mckernan@verizon.com**

Mon, 9 Jul 2001 10:08:39 -0400

Page

2

medical billing customer who needed approximately 500 lines. He recently told me that he could not wait any longer and signed a long term contract with another provider. We laid off our sales staff when we couldn't in good conscience sell service that we could not give a turn up date. Therefore, we only want to get one two-way T1 to the Charleston tandem. Ideally, I would like to get 12 two-way T1's from the tandem, but I don't want this to turn into a big project and delay the installation even more. If you can help with this, I would appreciate this.

C-021

**Re: West Virginia interconnection**

From **Todd Lesser** <todd@nccom.com>

Mon, 9 Jul 2001 08:09:31 -0700

Page

1

From todd@nccom.com Mon Jul 09 08:09:32 2001

From: Todd Lesser <todd@nccom.com>

To: dianne.m.mckernan@verizon.com

Cc: cyntia.b.robinson@verizon.com, joseph.dimarino@verizon.com,

jimmy.m.born@verizon.com, adeja.m.buettner@verizon.com,

dorothy.m.sapp@verizon.com, steven.h.hartmann@verizon.com

Subject: Re: West Virginia interconnection

Date: Mon, 9 Jul 2001 08:09:31 -0700

On 2001-07-09 at 10:08, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

> I realize you can not provide an exact forecast at this time. The  
> forecast is a snapshot of North County's requirements, not Verizon's.  
> I'm confident we will have your trunks up before October.  
>

Are you sure it is going to take as long as October for only one T1?  
This just seems a little long to me. Granted that my experience has  
only been with Ameritech, Qwest, Southwestern Bell, and Pacific Bell,  
but doesn't October seem to be a long time since you just built the  
facilities? Usually it takes 30 days. In addition, Verizon will build Long  
Distance Routing 1010 codes with 900 and 500 numbers and the trunks  
within 30 days. This is very similar. I know the LERG also new  
prefixes to turn up in 45 days.

Isn't there something you can do to speed this up? Is there anyway I  
can help?

I think I would better understand your position and not be so  
disappointed if you could explain to me why it is going to take so  
long.

> Please use your  
> best case scenario to complete the template What you need to do is, put  
> the information you wrote in your message on the Template.  
> This forecast template is a tool Verizon uses to size your network, and  
> as a guide for our interoffice planning. We must have the documentation  
> for our records to proceed with the Pre-ASR call.  
> Please send back the file I supplied on 7/2 by COB today.  
> Unfortunately, if I do not receive the template we will need to postpone  
> the call.  
>

You will have this form by end of business day today.

I just wanted to confirm that the form you send me on 7/2 only says New  
York on it. Maybe my reader isn't reading everything? I will put the  
West Virginia information on it.

Do you realize that this form is asking for information that I could  
not have possibly have even started to fill out until you provided me the  
information on July 6th? (The second question is asking for my ACTL.)  
I know from our past conversations that Verizon expects forms to be  
completed completely. The third question is asking for my TSC.  
You have not provided this to me as of this date. I also do not know what  
a TO and a DS is.

In addition, as soon as you provide me with my specific information for  
New York, I will also send this to you.

Thank you again for your help in this matter.

C-022

**Re: West Virginia interconnection**

From **dianne.m.mckernan@verizon.com**

Thu, 26 Jul 2001 17:34:51 -0400

Page  
1

From dianne.m.mckernan@verizon.com Thu Jul 26 14:36:12 2001  
From: dianne.m.mckernan@verizon.com  
To: "Todd Lesser" <todd@nccom.com>  
Cc: "Hazzard, Michael" <mhazzard@KelleyDrye.com>  
Subject: Re: West Virginia interconnection North County Communications  
Date: Thu, 26 Jul 2001 17:34:51 -0400

Dear Todd,

I was hoping you would have honored my request and returned my call from 7/20, to discuss this delay in installation, rather than resort to email. In my voice mail of July 20th, I advised you that we were experiencing a problem with the turn-up of the entrance facility, and that the trunk installation due date of 7/25 was in jeopardy. Even and Jimmy have been diligently working to get the entrance facility completed so we can move forward with your trunks. I know the trunking due date has been pushed out 30 days, but we are anticipating the actual completion date to be sooner than 8/25. I will call you by 11AM your time tomorrow, Friday 7/26, and hope I will be in a position to provide you with a realistic date.

At your request I am forwarding this message to Verizon attorney, Mr. Steven Hartman.

Regards,

Dianne McKernan  
Account Manager - Verizon  
973 649-8250

"Todd Lesser" <todd@nccom.com> on 07/26/2001 04:07:53 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes, Joe DiMarino@VZNotes,  
Jimmy M. Born/EMPL/MD/Bell-Atl@VZNotes, Adela M.  
Buettner/EMPL/MD/Verizon@VZNotes, CHRISTINA P.  
BUONTEMPO/EMPL/NJ/Bell-Atl@VZNotes, "Hazzard, Michael"  
<mhazzard@KelleyDrye.com>  
Subject: Re: West Virginia interconnection

By now, I am sure you are aware that the orders will be delayed for almost a month due to the fact that the entrance facility Verizon built is not ready. Could you please arrange for one of Verizon's attorneys to call Mike Hazzard at 703-918-2316 this week.

There is plenty of other fiber in the building that could be used for the one T1 circuit I am requesting or you could use the original CFA I provided on the retail DS3 for interconnection.

Since there are clearly many technical solutions to this minor technical glitch, I am sure that the two attorneys can work this out.

C-023

**Re: West Virginia interconnection North County Communications**



From **dianne.m.mckernan@verizon.com**

Thu, 26 Jul 2001 17:34:51 -0400

Page

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Thank you for your courtesy and cooperation.

Todd Lesser

C-024

**Re: West Virginia interconnection North County Communications**

From: Todd Lesser <todd@nccom.com>

Thu, 26 Jul 2001 21:45:42 -0700

Page

1

From: todd@nccom.com Thu Jul 26 21:45:42 2001  
From: Todd Lesser <todd@nccom.com>  
To: dianne.m.mckernan@verizon.com, donna.l.walker@verizon.com,  
joseph.dimarino@verizon.com, adela.m.buettner@verizon.com,  
steven.h.bartmann@verizon.com, dorothy.m.sapp@verizon.com  
Cc: "Hazzard, Michael" <mhazzard@KelleyDrye.com>  
Subject: Re: West Virginia interconnection North County Communications  
Date: Thu, 26 Jul 2001 21:45:42 -0700

On 2001-07-26 at 17:34, dianne.m.mckernan@verizon.com (dianne.m.mckernan@verizon.com) wrote:

>  
> I was hoping you would have honored my request and returned my call from  
> 7/20, to discuss this delay in installation, rather than resort to email.  
> In my voice mail of July 20th, I advised you that we were experiencing a  
> problem with the turn-up of the entrance facility, and that the trunk  
> installation due date of 7/25 was in jeopardy.

Unfortunately, I never received the message. Otherwise, I would have definitely called you.

Nevertheless, I am surprised that you would have called to tell me about a jeopardy and not followed your own procedures that you have made me follow. Wholesale orders are always in writing. This is an industry standard. As you recall, I was required to give Verizon a written FOC. You told me that if I didn't FOC the order in writing promptly, the order would be delayed. Verizon wouldn't accept a verbal FOC. The industry standard to change a due date is to SUP the order with a new date in writing. I never received a written SUP.

> Evon and Jimmy have been diligently working to get the entrance facility  
> completed so we can move forward with your trunks. I know the trunking due  
> date has been pushed out 30 days, but we are anticipating the actual  
> completion date to be sooner than 8/25. I will call you by 11AM your time  
> tomorrow, Friday 7/26, and hope I will be in a position to provide you with  
> a realistic date.

At this point, I am not sure if the order will be even valid on 8/25. The FCC requires the prefixes to be active within six months. It has now been over a year. While they are turned up in my switch, Verizon has not turned them up in their switches. I suspect I will have to give the prefixes back.

I had another customer; I am sure I will lose him if he has to wait another month for service. Businesses can't go a month without phone service. I had hoped that Verizon would have provided me with the same quality of service they would give one of their retail customers.

If a retail customer wanted a DS3 but would take a DS1 until a build was completed, Verizon would have done it. They would have never refused to provide any service for a year.

All I asked for was one T1 from the Charleston Tandem. At this point, I would be happy with one analog FGD trunk.

I am also not sure why it is going to take another month to turn up this entrance facility. I know Verizon used sub-contractors. If Verizon will allow it, my technician can finish the install for them or fix what they did wrong. We won't even charge Verizon to do this work. If Verizon needs equipment, I can have any brand of equipment

C-025

Re: West Virginia interconnection North County Communications

From: **Todd Lesser** <todd@nccom.com>

Thu, 26 Jul 2001 21:45:42 -0700

Page

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that is used for the entrance facility flown out on an airplane.

>

> At your request I am forwarding this message to Verizon attorney, Mr.  
> Steven Hartman.

Thank you. I am sure they will be able to work this out. If you can think of anyway I can help Verizon interconnect with me, please let me know.

--

Todd Lesser

Voice: +1 619 364 4750

Fax: +1 619 364 4777

E-Mail: todd@nccom.com

C-026

**Re: West Virginia interconnection North County Communications**

From: **dianne.m.mckernan@verizon.com**

Fri, 27 Jul 2001 12:41:53 -0400

Page

1

From: **dianne.m.mckernan@verizon.com** Fri Jul 27 09:42:31 2001  
From: **dianne.m.mckernan@verizon.com**  
To: **todd@nccom.com**  
Subject: Re: Current status of North County as of Fri 7/27/01 11:15am  
Date: Fri, 27 Jul 2001 12:41:53 -0400

Dear Todd,

This is a follow up to my voice message a few minutes ago.  
As you can see all efforts are being made to get you your service as quickly as possible.  
As I said, we are working with a commitment of 7/30 but will do our best to get at least one trunk up today.  
I will call you again later today with an update.

regards,  
Dianne

----- Forwarded by DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl on 07/27/2001 12:37 PM -----

JIMMY M. BORN on 07/27/2001 11:55:08 AM

Sent by: Jimmy M. Born

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes, EVON TABRON@VZNotes, Pamela J Cunningham@VZNotes, MANPREET S. MATHARU/EMPL/MD/Bell-Atl@VZNotes, GRAYSON W. RAMSBURG/EMPL/MD/Bell-Atl@VZNotes, EMORY A. BROWN/EMPL/DE/Bell-Atl@VZNotes  
Subject: Re: Current status of North County as of Fri 7/27/01 11:15am  
(Document link: DIANNE M. MCKERNAN)

Dianne,

I spoke to Dennis Ford/PM for WVA Sonet ring's and Grayson Ramsburg about the OC12/OC3 turn up. Dennis will call me as soon as it is completed. Grayson advised their should be no road blocks from here on out. Monday is still the worst case for the turn up of the ring. Best case is this afternoon. If I hear anything I will let you know.

Jimmy

DIANNE M. MCKERNAN  
07/27/2001 11:34 AM

To: Jimmy M. Born/EMPL/MD/Bell-Atl@VZNotes  
cc: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes, EVON TABRON@VZNotes, Pamela J Cunningham@VZNotes, MANFREET S. MATHARU/EMPL/MD/Bell-Atl@VZNotes, GRAYSON W. RAMSBURG/EMPL/MD/Bell-Atl@VZNotes, EMORY A. BROWN/EMPL/DE/Bell-Atl@VZNotes  
Subject: Re: Current status of North County as of Fri 7/27/01 11:15am

C-027

**Re: Current status of North County as of Fri 7/27/01 11:15am**

From **dianne.m.mckernan@verizon.com**

Fri, 27 Jul 2001 12:41:53 -0400

Page

2

(Document link: JIMMY M. BORN)

Jimmy,  
I spoke with Emory Brown, dispatch. he said he would do all he could to get someone out there today, but he needs to have the mux in at the customer location, for his person to do the job. I think we're in a catch 22.  
I suggested he schedule someone for the last job of the day in order to give the mux people as much time as possible to complete their work.  
I also left a message for Grayson for an update, and as yet have not heard back...Emory needs to know the status to do the scheduling...  
I have a commitment to call Todd 2PM our time....  
Please keep me posted of any developments...  
Thanks,  
Dianne

JIMMY M. BORN on 07/27/2001 11:16:33 AM

Sent by: Jimmy M. Born

To: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes  
cc: EVON TABRON@VZNotes, DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes,  
Pamela J Cunningham@VZNotes, MANPREET S.  
MATHARU/EMPL/MD/Bell-Atl@VZNotes  
Subject: Current status of North County as of Fri 7/27/01 11:15am

Just got a call from Grayson Ramsburg and he has a commitment from Dennis Ford 410-736-7305/PM for all Rings in WVA for Monday 7/30/01 at the latest for the OC12/OC3 ring to be turned up. If everything goes well today it will be turned up today.

Jimmy

----- Forwarded by Jimmy M. Born/EMPL/MD/Bell-Atl on  
07/27/2001 11:09 AM -----

JIMMY M. BORN on 07/27/2001 11:09:29 AM

Sent by: Jimmy M. Born

To: CYNTHIA B. ROBINSON/EMPL/VA/Bell-Atl@VZNotes  
cc: Pamela J Cunningham@VZNotes, EVON TABRON@VZNotes, DIANNE M.  
MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
Subject: Current status of North County as of Fri 7/27/01 10:30am

Manny will push 1 T1 though today if Dispatch can go out to the station today. Todd will be able to keep his NYX #'s. Dianne is esc to push dispatch to go out today. Waiting for a call back from Dianne. Grayson Ramsburg/IOF Eng advised the OC12/OC3 will be turned up yesterday or today. I left him a message at 10:00am today to give me current status of Ring. Waiting for Grayson to call me back. As soon as the Ring is turned up Manny

C-028

**Re: Current status of North County as of Fri 7/27/01 11:15am**

From **dianne.m.mckernan@verizon.com**

Fri, 27 Jul 2001 12:41:53 -0400

Page

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told me he can get the rest of the Trunks up within 3 - 4 Business days.  
Manny spoke to Todd yesterday (Thur) about him maybe getting 1 T1 today.  
Todd was ok with it.

Jimmy

C-029

Re: Current status of North County as of Fri 7/27/01 11:15am

**From:** dianne.m.mckernan@verizon.com**Fri, 27 Jul 2001 16:01:27 -0400**

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**From:** dianne.m.mckernan@verizon.com Fri Jul 27 13:02:06 2001**From:** dianne.m.mckernan@verizon.com**To:** todd@nccom.com**Cc:** evon.tabron@verizon.com, dianne.m.mckernan@verizon.com,  
pamela.j.cunningham@verizon.com, manpreet.s.matharu@verizon.com,  
CYNTHIA\_B.ROBINSON/EMPL/VA/Bell-Atl@BellAtlantic.com,  
donna.l.walker@verizon.com,  
DOROTHY\_M.\_SAPP/EMPL/NJ/Bell-Atl@BellAtlantic.com,  
steven.h.hartmann@verizon.com, jimmy.m.bom@verizon.com,  
emory.a.brown@verizon.com**Subject:** West Virginia interconnection**Date:** Fri, 27 Jul 2001 16:01:27 -0400

Dear Todd,

This is a follow up to my voice message of today at 2:30. Verizon has been doing everything in its power to get you the Charlestown T-1 today. However, due to the extenuating circumstances of the flood in the area of your switch location, we are unable to dispatch an installer to complete your Charlestown T-1 until Monday morning July 30th. All of our resources have been directed to address essential services.

Here are 3 options available to you:

1). Since there was an issue with the completion of your entrance facility, the Charlestown T-1 was provisioned to by-pass the Mux and terminate in the telco closet. If you have someone on site who can extend the demarc to your suite, Manny will be able to work with your person to test & complete this circuit.

This circuit would be redesigned at a later date to terminate on your entrance facility multiplexer.

2). You can wait until Monday morning 7/30 for a Verizon technician to extend the circuit and test & turn-up.

3). You can have all six circuits delivered on your entrance facility multiplexer on Tuesday 7/31 and completed by the end of the day.

Please call Manny with your local person's name & contact number. This information is required for whichever option you choose. Manny can be reached on 301 2436-6334.

I will be out of the office Monday and Tuesday, so please reply to all on this message so the appropriate people can act on your request.

Regards,  
Dianne McKernan  
Account Manager - Verizon

C-030

**West Virginia interconnection**

From **dianne.m.mckernan@verizon.com**

Thu, 27 Dec 2001 19:09:16 -0500

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From dianne.m.mckernan@verizon.com Thu Dec 27 16:10:08 2001

From: dianne.m.mckernan@verizon.com

To: Todd Lesser <todd@sunray2.nccom.com>

Subject: Re: New York

Date: Thu, 27 Dec 2001 19:09:16 -0500

Todd,

The CLLI code you provided, NYCMNYWHW11 is a shared mux and cannot be used for wholesale services.

Dianne

Todd Lesser <todd@sunray2.nccom.com> on 12/21/2001 01:55:08 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes

cc:

Subject: Re: New York

On 2001-12-10 at 08:21, you wrote:

>

> Good Morning Todd,

>

> In order to investigate your request, I will need you to provide me with  
> either the CLLI code for the location, or a working circuit.

> Thank you,

> Dianne

The CLLI code that I would like to connect interconnection trunks is:  
NYCMNYWHW11.

Thank you

C-031

Re: New York



From: Todd Lesser <todd@sunray2.nccom.com> Fri, 7 Dec 2001 19:00:43 -0800

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From: todd@sunray2.nccom.com Fri Dec 07 19:00:44 2001

From: Todd Lesser <todd@sunray2.nccom.com>

To: cynthia.b.robinson@verizon.com

Cc: dianne.m.mckernan@verizon.com, evon.tabron@verizon.com,  
pamela.j.cunningham@verizon.com, donnal.walker@verizon.com,  
steven.b.hartmann@verizon.com, jimmy.m.born@verizon.com,  
emory.a.brown@verizon.com, dorothy.m.sapp@verizon.com,  
"Hazzard, Michael" <Mhazzard@KeileyDrye.com>,  
manpreet.s.matharu@verizon.com

Subject: Illinois

Date: Fri, 7 Dec 2001 19:00:43 -0800

Next week, I will be starting the process of expanding into Illinois. Specifically, Leaf River Illinois. This is a very small rural town. There are only 546 people in the entire town. I checked the LERG and see that all long distance traffic of Leaf River Telephone Company, the ILEC, uses GTE's tandem:

SWITCHING ENTITY: DKLBIKXA50T  
D12 OCN 1036 (GTE NORTH, INC. - ILLINOIS in GT)  
225 E LOCUST ST  
DE KALB, IL 60115

We will need less than twenty-eight T1's or one DS3 for long distance, IXC traffic. I would be satisfied if we had ten T1's. We could even get by with four T1's. If four T1's is an unrealistic expectation on my part, please let me know. I may be able to work within the parameters that you set.

Is Verizon going to require a fiber build for this? How much capacity will Verizon give me without it requiring a fiber build?

We will have very little local traffic. Initially, we will only order two T1's.

I have complete flexibility with the choice of locations of our switch. If Verizon can recommend a location that would help speed up the process, I will secure space at that location.

My goal is to get interconnected in a very short period of time; the same amount of time that Verizon would provision a retail T1. Last time I checked, Verizon could easily provision a retail T1 within thirty days. Therefore, my expectation is that Verizon should be able to provision these circuits within the same period of time. Since it will require sixty-six days to turn up our one prefix in the LERG, I would assume this would be more than enough time to turn up four T1's.

Is this a realistic goal?

If not, please tell me. My secondary choice of locations is Des Moines, Iowa. Based on my past experience with Qwest, they can easily turn me up within sixty-six days. Since Verizon is such an efficient company, I am confident that they could meet or exceed Qwest's time table.

Thank you in advance for your courtesy and cooperation.

--

Todd Lesser

C-032

Illinois

From **dianne.m.mckernan@verizon.com**

Thu, 13 Dec 2001 17:00:16 -0500

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From **dianne.m.mckernan@verizon.com** Thu Dec 13 14:00:24 2001From: **dianne.m.mckernan@verizon.com**To: **todd@nccom.com**

Subject: Re: Illinois

Date: Thu, 13 Dec 2001 17:00:16 -0500

Hi Todd,

I'm sorry for the delay in responding...

It took a bit of investigating to get to the Verizon West Policy on terminating interconnection trunks on Enterprise Facilities. Unfortunately the West policy is the same as the east, as you can see in the message below.

We will not terminate interconnection trunks on a retail/enterprise facility.

I hope this information will assist you in making a decision on interconnecting in Illinois.

Take care,  
Dianne

----- Forwarded by DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl on  
12/13/2001 04:54 PM -----

Charles G. Bartholomew  
12/13/2001 04:22 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc: Candy E. Thompson/EMPL/WA/Verizon@VZNotes, Denise G.  
Monte/EMPL/FL/Verizon@VZNotes, Kathryn J.  
Allison/EMPL/TX/Verizon@VZNotes  
Subject: Re: Illinois (Document link: DIANNE M. MCKERNAN)

Dianne,

We received word from Product Management that the Verizon West policy is the same as the east. The CLBC may not terminate interconnection facilities on a retail facility.

Regards,  
Charles Bartholomew  
Verizon Wholesale Markets  
Northwest Technical Support  
425-261-6197  
charles.bartholomew@verizon.com

C-033

**Re: Illinois**

From **dianne.m.mckernan@verizon.com**

Thu, 13 Dec 2001 17:00:16 -0500

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DIANNE M.

MCKERNAN

To:

cc:

12/12/01 06:02

Subject: (Document link: Charles G.

Bartholomew)

AM

Hi Charles,  
Thank you for responding so quickly.  
This customer is interested in using a existing enterprise services mux at  
the location.  
Would we be able to place the trunks on that type of facility?  
Verizon East has a policy against such an arrangement.  
thanks for your help,  
Dianne

Charles G. Bartholomew  
12/11/2001 06:33 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc: Denise G. Monte/EMPL/FL/Verizon@VZNotes, Candy E.  
Thompson/EMPL/WA/Verizon@VZNotes  
Subject: Re: Illinois (Document link: DIANNE M. MCKERNAN)

Dianne,

VZwest does not require a fiber build in order to interconnect. CLEC's may  
use leased facilities, collocation, or fiber.

Please let me know if you need anything else.

Best regards,  
Charles Bartholomew  
Verizon Wholesale Markets  
Northwest Technical Support  
425-261-6197  
charles.bartholomew@verizon.com

Candy E. Thompson

C-034

Re: Illinois

From **dianne.m.mckernan@verizon.com**

Thu, 13 Dec 2001 17:00:16 -0500

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@VZNotes, Charles G.  
12/11/01 03:13 PM

-Atl@VZNotes

To: Denise G. Monte/EMPL/FL/Verizon  
Bartholomew/EMPL/WA/Verizon@VZNotes  
cc: DIANNE M. MCKERNAN/EMPL/NJ/Bell  
Subject: Re: Illinois

Dee or Charles, would one of you respond to Dianne's customer's concerns regarding CLEC entrance facility requirements in Illinois?

Thanks,

Candy Thompson  
Verizon Wholesale Services-West  
Manager-Technical Support  
voice 425 261-6838  
fax 425 258-5011  
e-mail candace.thompson@verizon.com  
----- Forwarded by Candy E. Thompson/EMPL/WA/Verizon on 12/11/2001 03:09 PM  
-----

DIANNE M. MCKERNAN

on@VZNotes  
12/11/2001 12:32 PM

To: Candy E. Thompson/EMPL/WA/Veriz  
cc:  
Subject: Re: Illinois

Hi Candy,

North County Communications would like to become a CLEC in Illinois. Todd Lesser has a question about Verizon's policy on entrance facilities before he begins. Would you please take a look at the bolded paragraph below and advise me on our policy in Illinois?

Thank you so much,  
Dianne  
973 649-8250

----- Forwarded by DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl on  
12/11/2001 03:31 PM -----

Todd Lesser <todd@sunray2.nccom.com> on 12/11/2001 02:59:13 PM

To: DIANNE M. MCKERNAN/EMPL/NJ/Bell-Atl@VZNotes  
cc: Steven H. Hartmann/EMPL/VA/Verizon@VZNotes, Joe DiMarino@VZNotes,

C-035

**Re: Illinois**

**From: *dianne.m.mckernan@verizon.com*****Thu, 13 Dec 2001 17:00:16 -0500****Page  
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DOROTHY M. SAPP/EMPL/NJ/Bell-Atl@VZNotes, "Hazzard, Michael"  
<Mhazzard@KelleyDrye.com>  
Subject: Re: Illinois

On 2001-12-11 at 08:25, *dianne.m.mckernan@verizon.com*  
(*dianne.m.mckernan@verizon.com*) wrote:

> I did a little research to begin working on your request and found that  
> Verizon does not have a record of an interconnection agreement with North  
> County Communications for Illinois. Before we can proceed with your  
> interconnection request, you will need to negotiate an agreement with our  
> negotiations team. Once Verizon has a signed agreement, we can begin the  
> Interconnection process.  
> I'm sure you are aware that Verizon does not operate in Iowa, if you  
decide  
> to utilize a location in Des Moines.  
>  
> Since your goal is to get interconnected within a very short time, I  
advise  
> you to contact Renee Ragsdale immediately to begin the process.  
>

I am sorry, I was obviously unclear. What I was trying to say is that  
I didn't want to waste any of our time if Verizon was going to require  
a fiber build and wouldn't use the same facilities that they would for  
a retail customer.

Obviously, we shouldn't even bother negotiating an interconnection  
agreement if Verizon is going to require a fiber build. Would it be  
possible to find out if Verizon still requires a fiber build or the use  
of a wholesale fiber mux to be used for all interconnections?

I assume this would be something you could easily find out without us  
having to go through the whole interconnection process.

Thank you for reaffirming that Verizon is not in Iowa. I chose Iowa as  
our secondary choice because Qwest will provision interconnection  
trunks using the same facilities that they do for their retail  
customers. Therefore, we could easily be interconnected within  
sixty-six days; the number of days that our required for turn up of  
prefixes in the LERG.

Thank you in advance for your courtesy and cooperation in this matter.

C-036

**Re: Illinois**

Joe

---

From: dianne.m.mckernan@verizon.com  
Sent: Monday, September 23, 2002 12:55 PM  
To: 'Todd Lesser'  
Cc: thomas.m.wall@verizon.com  
Subject: Re: New York

Todd:

Thank you for providing the location details for your site at 1 Whitehall Street. I have forwarded your information to our engineering group for further investigation.

As for your questions below:

Is Verizon going to stick to the, "Policy" of, "not terminate(ing) interconnection trunks on retail/enterprise facilitie(s)?"  
If they are not going to stick to this policy, I will gladly provide Verizon with any information it requires.

I am told there is no hard and fast 'policy,' but a general practice of using dedicated interoffice facilities to interconnect with other carriers (both IXC's and CLEC's), since virtually all carriers in New York have large volumes of traffic that cannot be provisioned over shared loop facilities. This is not a 'policy' but a fact. I have been informed that Verizon's technology and equipment deployment decisions for implementing initial interconnection trunking arrangements with a CLEC are made on a case-by-case basis. In order for us to move forward with your interconnection, I suggest that you provide the information that I am requesting under the terms of your interconnection agreement.

For your future reference, you will find section 10.3.1, of your interconnection agreement states:  
In providing forecasts under this Agreement, the Parties will comply with the BA CLEC Interconnection Trunking Forecast Guide dated December 18, 1997 (hereinafter the "Guide") as that Guide may be amended from time to time. CLECs are required to provide both outbound and inbound forecasts. NCC's agreement states that you must provide an initial forecast of 1 year, with updates on a semi-annual basis, although the Guide generally asks for 2 years.

Therefore, since you agreed to comply with the BA CLEC Interconnection Trunking Forecast Guide, I look forward to receiving the forecast information on the appropriate template in order to proceed with your interconnection request.

Dianne McKernan  
Account Manager  
Verizon Wholesale Markets

C-037